

**Attachment I****NUI Phone Survey Results**  
**(June - November 2001)**

<b><u>Week Ending</u></b>	<b><u># Calls Made</u></b>	<b><u># Not Through</u></b>	<b><u># Calls Answered</u></b>	<b><u>% Calls Answered</u></b>	<b><u>Average Wait Time</u></b>	<b><u>% Calls Not Answered</u></b>
June 22	58	40	18	31%	4 min 2 sec	69%
June 29	16	10	6	63%	2 min 51 sec	37%
July 6	16	7	9	57%	3 min 40 sec	43%
July 13	12	7	5	42%	2 min 0 sec	58%
July 27	20	17	3	15%	1 min 37 sec	85%
August 3	20	17	3	15%	2 min 14 sec	85%
August 10	16	11	5	31%	3 min 53 sec	69%
August 17	20	10	10	50%	2 min 34 sec	50%
August 24	14	12	2	14%	2 min 15 sec	86%
August 31	20	11	9	45%	2 min 51 sec	55%
September 7	10	9	1	10%	2 min 25 sec	90%
September 14	17	6	11	65%	2 min 46 sec	35%
September 21	16	7	9	56%	2 min 57 sec	44%
September 28	20	3	17	85%	2 min 19 sec	15%
October 5	20	17	7	15%	3 min 4 sec	85%
October 12	16	11	5	31%	4 min 17 sec	69%
October 19	20	9	11	55%	2 min 28 sec	45%
October 26	20	12	8	40%	2 min 35 sec	60%
November 2	20	10	10	50%	3 min 19 sec	50%
November 9	20	10	10	50%	3 min 8 sec	50%
November 16	16	11	5	31%	3 min 48 sec	69%

**Totals**

<b><u>As of Nov 16:</u></b>	407	247	164	39%	2 min 54 sec	61%
<b><u>Pre-Sept 21:</u></b>	255	164	91	36%	2 min 46 sec	64%
<b><u>Post-Sept 21:</u></b>	116	62	58	47%	3 min 7 sec	53%